



ISSUE CREDIT MEMO

AR

QUICK REFERENCE GUIDE

The purpose of this Quick Reference Guide (**QRG**) is to provide a step-by-step guide of how to **issue a credit memo** in the North Carolina Financial System (**NCFS**).

Introduction and Overview

This QRG covers the process to issue a credit memo in NCFS, including both creating a credit memo from an existing invoice and creating a standalone credit memo applied to an invoice.

Issue Credit Memo

To issue a credit memo in NCFS, please follow the steps below:

Credit Memo from an Invoice

1. Click the Company Single Sign-On (SSO) button.
2. Enter your dac.nc.gov **email address**.
3. Click **Next**, then enter **password**.
4. Navigate to the **Home** page.



5. While on the **Home** Screen, navigate to the **Receivables** tab.
6. In the **Receivables** tab, click on **Billing**.



- NOTE:** Clicking the **Transaction Number** link will open the **Review Transaction** screen for that record.

Manage Transactions

Done

Search

Advanced | Saved Search | All Transactions ▼

** At least one is required

Business Unit ** Transaction Source Transaction Class Transaction Type	** Transaction Number Starts with ** Transaction Date Equals m/d/yyyy ** Bill-to Customer Equals SIT TEST CUSTOMER 1 Reference	
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Search
 Reset
 Save...

Actions View [Icons] Detach

	Transaction Number	Transaction Source	Transaction Class	Transaction Type	Complete	Bill-to Customer	Entered Amount	Transaction Date	Business Unit	Original Transaction Number	Transactions	
											Medicaid Share	Non-Medicaid Share
	10005	Manual - DAC	Invoice	DAC Standard I...	Yes	SIT TEST CUSTOMER 1	100.00 USD	6/18/25	5200 DEPARTM...			
>	13000	Manual - DAC	Invoice	DAC Standard I...	No	SIT TEST CUSTOMER 1	107.00 USD	6/18/25	5200 DEPARTM...			
>	17000	Manual - DAC	Invoice	DAC Standard I...	Yes	SIT TEST CUSTOMER 1	117.70 USD	6/23/25	5200 DEPARTM...			

- Click the *Actions* drop-down.
- Within the *Actions* drop-down list, click **Credit Transaction**.

Review Transaction: Invoice 10006

General Information

Show More

Business Unit

5200 DEPARTMENT OF ADULT CORRECTION

Transaction Source

Manual - DAC

Transaction Type

DAC Standard Invoice

Transaction Number

10006

Document Number

Status

Complete

Transaction Date

6/18/25

Accounting Date

6/18/25

Salesperson

Invoicing Rule

Attachments

None

Notes

Customer

Bill-to Name

SIT TEST CUSTOMER 1

Bill-to Site

156792

Ship-to Name

SIT TEST CUSTOMER 1

Ship-to Site

424362

Payment Terms

NET 30

Due Date

7/18/25

Invoice Details

Invoice Lines

Sales Credits

View

Detach

Line Information

Tax Determinants

Reversal Scheduling

Actions

View Image

Save

Incomplete

Cancel

Credit Transaction

Submit a Dispute

Manage Adjustments

Review Installments

Review Distributions

Duplicate

Account in Final

Account in Draft

View Accounting

View Balance Details

View Transaction Activities

USD US Dollar

100.00

100.00

0.00

0.00

0.00

14. Within the **Credit Memo** screen, enter the details for the Credit Memo within the required fields (*).

15. Within the *Credit* column of the *Transaction Amounts* section, enter either the **Credit Percentage** or **Credit Amount**, as applicable.

NOTE: Only one field within the *Credit* column of the *Transactions Amounts* section needs to be completed before proceeding to the next step. Additionally, the *Amount* should be entered as a negative number.

Credit Memo

* Transaction Source: Manual
 * Transaction Type: DAC Credit Memo
 Transaction Number:
 Document Number:
 Transaction Date: 6/24/25
 * Accounting Date: 6/24/25
 Credit Reason:
 Customer Reference:
 Reference:
 Attachments: None
 Notes:
 Intercompany:
 Special Instructions:
 Comments:
 Medicaid Share:
 Non-Medicare Share:
 Context Value:
 Exclude From Netting:
 Delivery Date for Tax Point Date: m/d/yyyy
 Regional Information:
 Context Value:
 Transaction Amounts
 Credit Entire Balance Credit Lines Edit Distributions Automatically derive tax from lines

Section	Original Amount	Credit	Current Balance	Remaining Balance
Line	100.00	Credit Percentage: 10 Amount: Example format: #,###.##	100.00	90.00
Tax	0.00		0.00	0.00
Freight	0.00		0.00	0.00
Total	100.00	10 -10.00	100.00	90.00

16. Once all mandatory fields within the *Credit Memo* section are complete, click the **Complete and Close** drop-down.

17. From the drop-down list, select **Complete and Review**.

Credit Transaction

USD - US Dollar

Original Transaction

Number: 10006
 Business Unit: 5200 DEPARTMENT OF ADULT CORRECTION
 Customer: SIT TEST CUSTOMER 1
 Customer Account: 115855
 Original Amount: 100.00
 Activity: 100.00
 Current Balance: 0.00

Credit Memo

* Transaction Source: Manual
 * Transaction Type: DAC Credit Memo
 Transaction Number:
 Document Number:
 Transaction Date: 6/24/25
 * Accounting Date: 6/24/25
 Credit Reason: No reason entered
 Customer Reference:
 Reference:
 Attachments: None
 Notes:
 Intercompany:
 Special Instructions:
 Comments:
 Medicaid Share:
 Non-Medicare Share:
 Context Value:
 Exclude From Netting:
 Delivery Date for Tax Point Date: m/d/yyyy
 Regional Information:
 Context Value:
 Save Complete and Close Cancel
 Complete and Review

- 18. Once all information displayed on the **Review Transaction** screen has been verified, click the **Save drop-down**.
- 19. From the drop-down list, select **Save and Close**.

Review Transaction: Credit Memo 691284 ?

Actions | View Image Save Save and Close Incomplete Cancel

General Information | Show More

Business Unit5200 DEPARTMENT OF ADULT CORRECTION

Transaction SourceManual

Transaction TypeDAC Credit Memo

Transaction Number691284

Document Number

StatusComplete

Original Transaction Number10006

Transaction Date6/24/25

Accounting Date6/24/25

Credit Reason

Salesperson

Invoicing Rule

AttachmentsNone

Notes

CurrencyUSD US Dollar

Transaction Total-10.00

Lines-10.00

Tax0.00

Freight0.00

Charges0.00

Customer

Bill-to NameSIT TEST CUSTOMER 1

Ship-to NameSIT TEST CUSTOMER 1

Bill-to Site158792

Ship-to Site424362

- 20. Once saved, an **Information** pop-up confirmation message appears on screen, click **OK** to close the message.

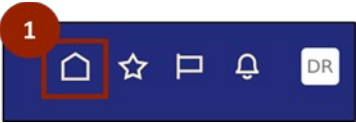
Information

Transaction 691284 has been saved.

OK

Standalone Entry Credit Memo

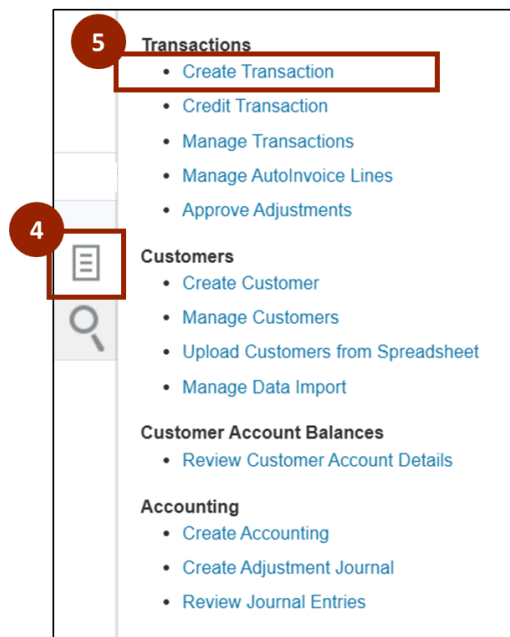
- 1. Begin from the **Home** page, or click the **Home** icon.



2. While on the **Home** Screen, navigate to the **Receivables** tab.
3. In the **Receivables** tab, click on **Billing**.



4. Click the **Task** icon.
5. Under the *Transactions* heading, click **Create Transaction**.



6. Within the *Transaction Class* drop-down field, select **Credit memo**.
7. Within the *Business Unit* drop-down field, select **5200 DEPARTMENT OF ADULT CORRECTION**.

Create Transaction: Credit Memo ?

Save Complete and Create Another Cancel

General Information | Show More

Transaction Class Credit memo 6

* Business Unit 5200 DEPARTMENT OF ADL 7

* Transaction Source Manual - DAC

* Transaction Type DAC Credit Memo

* Transaction Number

Document Number

Credit Reason

Customer

* Bill-to Name SIT TEST CUSTOMER 1

Bill-to Site 158792

Customer Reference

Customer Reference Date m/d/yy

Transaction Date 6/24/25

Accounting Date 6/24/25

Salesperson

Attachments None

Notes

* Currency USD US Dollar

Transaction Total -10.00

Lines 0.00

Tax 0.00

Freight 0.00

Charges 0.00

8. Within the *Transaction Source* drop-down field, select **Manual – DAC**.
9. Within the *Transaction Type* drop-down field, select **DAC Credit Memo**.

Create Transaction: Credit Memo ?

Save Complete and Create Another Cancel

General Information | Show More

Transaction Class Credit memo

* Business Unit 5200 DEPARTMENT OF ADL

* Transaction Source Manual - DAC 8

* Transaction Type DAC Credit Memo 9

* Transaction Number

Document Number

Credit Reason

Customer

* Bill-to Name SIT TEST CUSTOMER 1

Bill-to Site 158792

Customer Reference

Customer Reference Date m/d/yy

Transaction Date 6/24/25

Accounting Date 6/24/25

Salesperson

Attachments None

Notes

* Currency USD US Dollar

Transaction Total -10.00

Lines 0.00

Tax 0.00

Freight 0.00

Charges 0.00

10. In the *Bill-To Name* field, search and select a **customer name** (i.e., SIT TEST CUSTOMER 1).
11. In the *Ship-To Name* field, search and select a **customer name** (i.e., SIT TEST CUSTOMER 1).

NOTE: If one of the above fields is selected before the other, it may auto-populate, and you can adjust as needed. Other fields, such as *Bill-to Site* and *Ship-to Site*, will also auto-populate.

Customer

* Bill-to Name SIT TEST CUSTOMER 1 10

Bill-to Site 158792

* Ship-to Name SIT TEST CUSTOMER 1 11

Ship-to Site 424362

12. Within the *Credit Memo Lines* table, enter details within each of the **required fields marked with an asterisk (*)**.

NOTE: To add multiple credit memo lines, populate the fields for each line. To add another credit memo line, click the **Add (+)** icon.

Credit Memo Lines

View + Detach Edit Freight Edit Default Sales Credits

Line Information Tax Determinants

Line	Item	Description	Memo Line	UOM	Reason	* Quantity	* Unit Price	Amount	Details	Tax Classification
1		Credit memo				1	-10	-10.00		
2										

13. Once all mandatory fields within the *Create Transaction: Credit Memo* screen are complete, click the *Complete and Create Another* drop-down.

14. From the drop-down list, select **Complete and Review**.

Create Transaction: Credit Memo

Save Complete and Create Another Cancel

General Information | Show More

Transaction Class Credit memo

* Business Unit 5200 DEPARTMENT OF ADL

* Transaction Source Manual - DAC

* Transaction Type DAC Credit Memo

* Transaction Number

Document Number

Credit Reason

Customer Reference

Customer Reference Date m/d/yy

Transaction Date 6/24/25

Accounting Date 6/24/25

Salesperson

Attachments None

Notes

* Currency USD US Dollar

Transaction Total -10.00

Lines 0.00

Tax 0.00

Freight 0.00

Charges 0.00

15. Once all information displayed on the *Review Transaction* screen has been verified, click the **Save** drop-down.

16. From the drop-down list, select **Save and Close**.

Review Transaction: Credit Memo 19000

Actions View Image Save Incomplete Cancel

General Information | Show More

Business Unit 5200 DEPARTMENT OF ADULT CORRECTION

Transaction Source Manual - DAC

Transaction Type DAC Credit Memo

Transaction Number 19000

Document Number

Status Complete

Customer Reference

Customer Reference Date

Transaction Date 6/24/25

Accounting Date 6/24/25

Credit Reason

Salesperson

Invoicing Rule

Attachments None

Notes

Currency USD US Dollar

Transaction Total -10.00

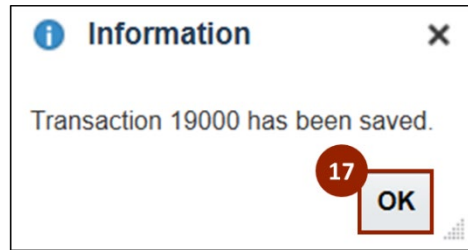
Lines -10.00

Tax 0.00

Freight 0.00

Charges 0.00

17. Once saved, an **Information** pop-up confirmation message appears on screen, click **OK** to close the message.



Wrap-Up

NCFS users can issue credit memos to adjust customer accounts, either from an existing invoice or as a standalone entry. This process helps ensure customer balances are accurate and properly documented in the system.

Additional Resources

Instructor Led Training (ILT)

- AR108 – Manage Receipts and Cash Applications

Change Record

Effective Date 11/18/2025

- QRG creation